

FIG. 1
(PRIOR ART)

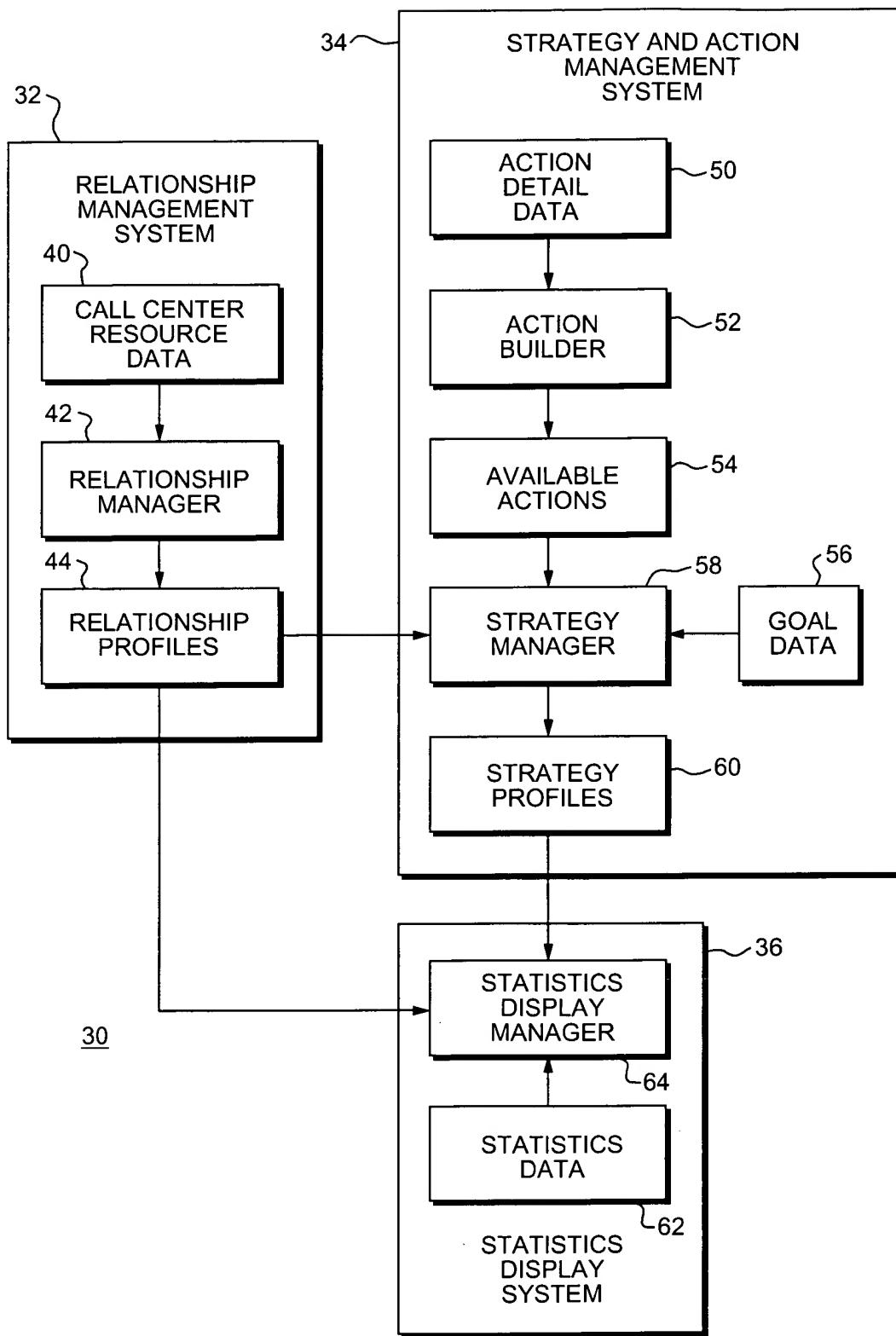


FIG. 2



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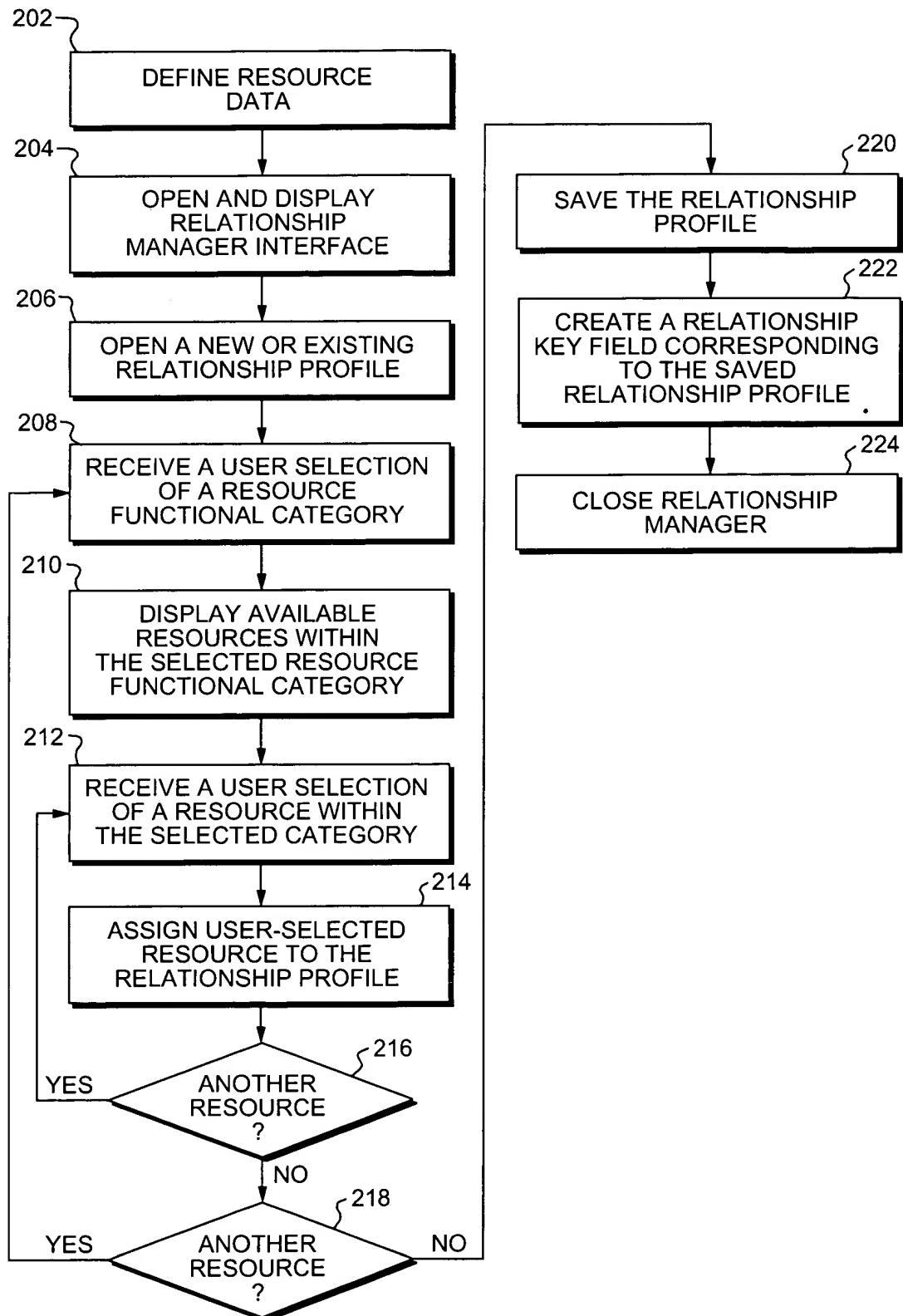


FIG. 3

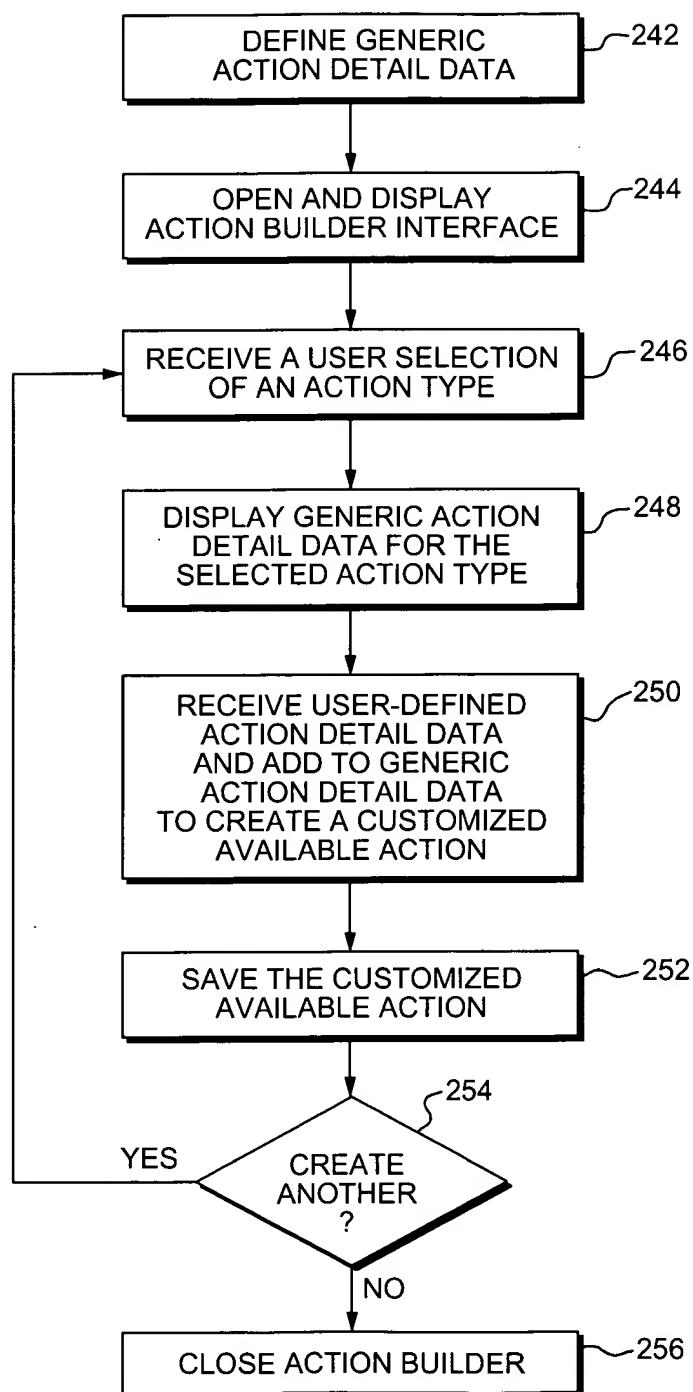


FIG. 4



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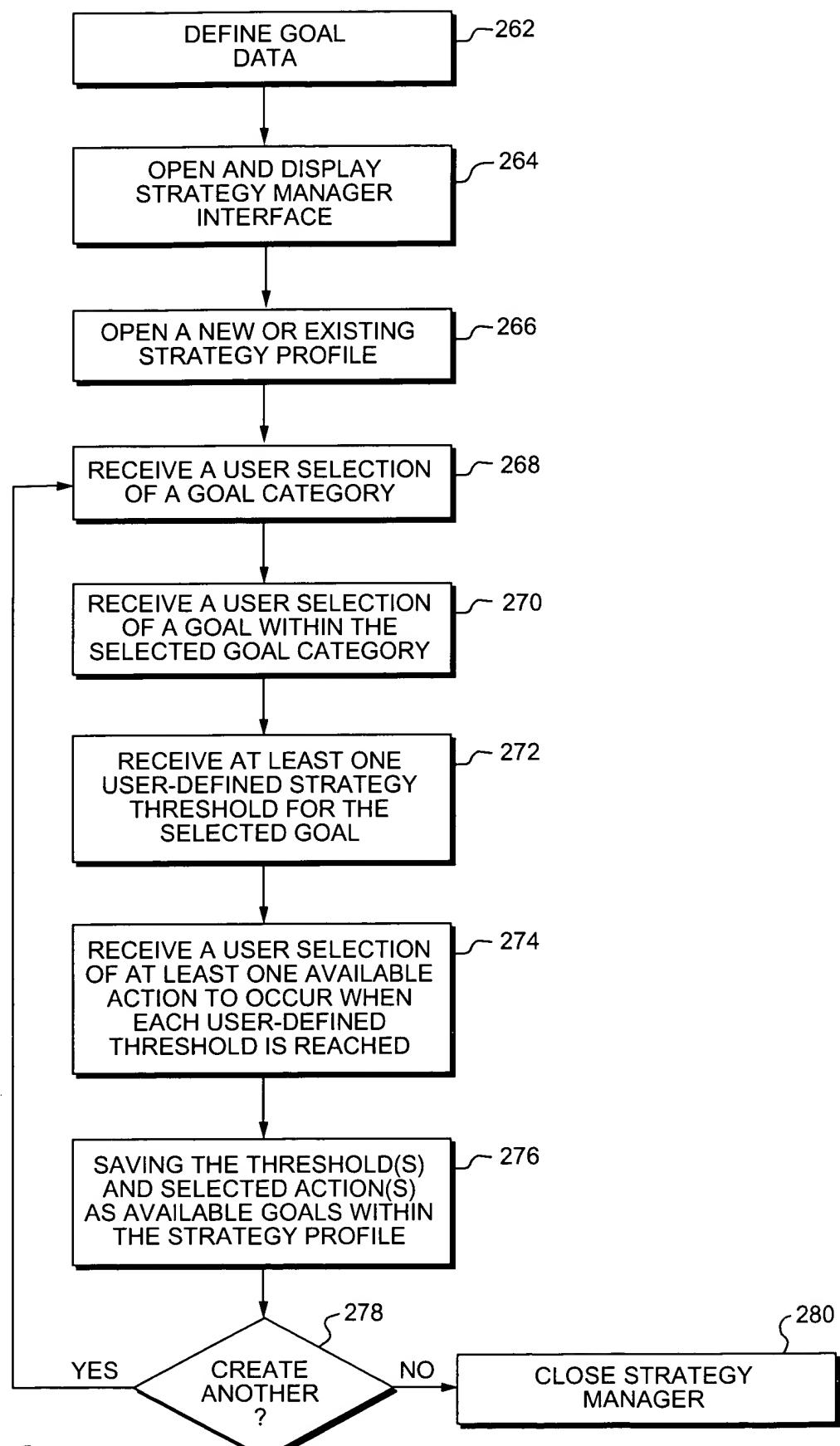


FIG. 5

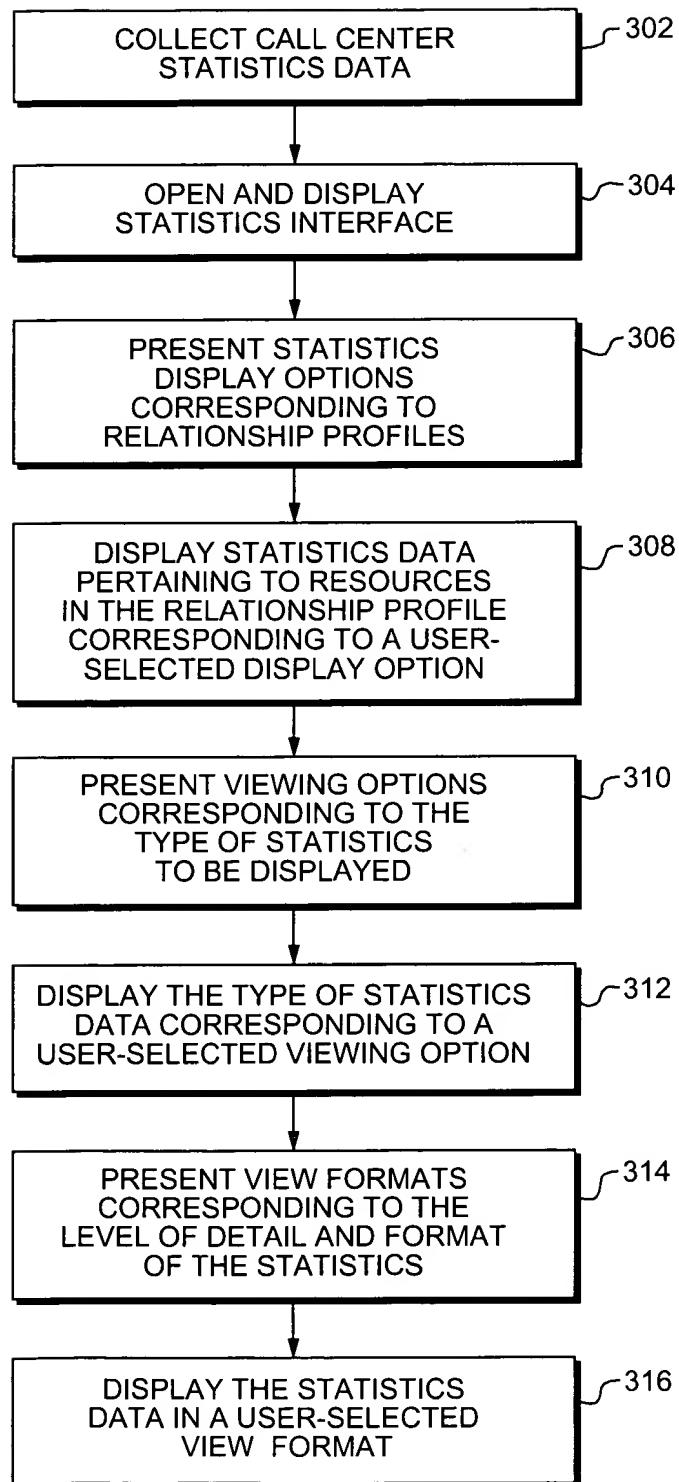


FIG. 6



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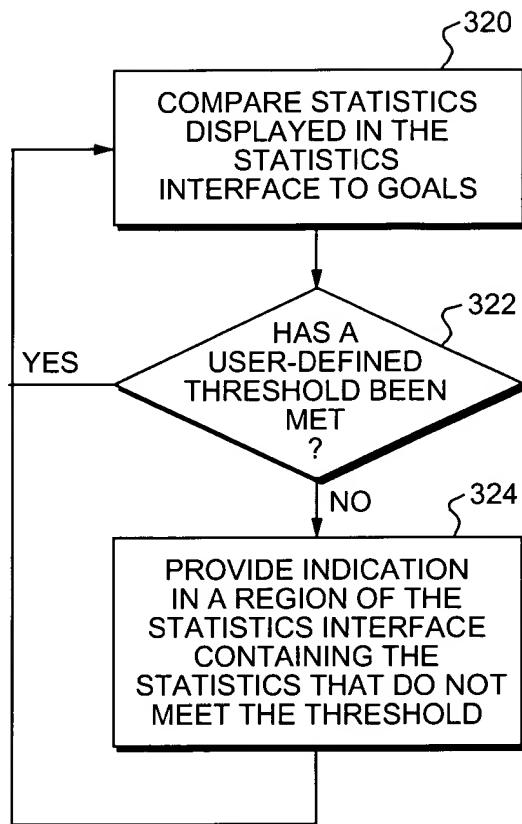


FIG. 7



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System Name: Cedar Rapids, IA - 1

Relationship Management

Relationship Profiles

Credit Card Relationship	74
P B Relationship	
Sales Relationship	
Technical Support Relationship	

Add Relationship Profile

Profile Name 75

Description

Available Relationships

Current Profile

2342 - Inbound DNIS
 2343 - Inbound DNIS
 2344 - Inbound DNIS
 2345 - Inbound DNIS
 BALANCE - IVR Application
 CLARE - Agent Work Group
 D30_HIGH - Outbound Table
 D30_Low - Outbound Table
 DEPOSIT - IVR Application
 RECOVERY - Outbound Application
 Walsh, Mike - Individual Agent

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Relationship Assignments

Inbound DNIS
 Inbound DNIS
 Outbound Tables
 Outbound Applications
 IVR Applications
 Agent Work Groups
 Individual Agent
 2345 - Inbound DNIS 76

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FIG. 8

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System Name: Cedar Rapids, IA - 1

Action Builder

Available Actions

- Page Technical Support
- Send E-Mail to Agents
- Send E-Mail to Functional VP
- Send E-Mail to Direct Manager
- Send E-Mail to Davox
- Move Agents to Gold Queue
- Move Agents to Platinum Queue
- Alert Managers in Work Group A
- Send Quality Message to Reports
- Send Supervisor Alert
- We Made It - Email
- Change Stat Color Purple
- Print Volume Spike Report

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Action Name and Type

Name:

Type of Action:

Action Details

84

82

Save Cancel

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FIG. 9



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Strategy Manager - System Name: Cedar Rapids, IA - 1

Strategy Manager

Strategy Library

Tuesday Goals	94
Morning Goals	
Evening Goals	
Strategic Corporate Goals	
Tactical Corporate Goals	

Available Goals

Current Profile: Monday Goals

Select Class: Queue Strategies

Optimization Min: 24 Seconds 82 %

Optimization Max: 30 Seconds 80 %

Selected goals: Average Answer Rate 97

Action Selection: Page Technical Support

Strategy Details

Select Strategy: Queue Strategies

Action Selection: Page Technical Support

Action Selection: Send E-Mail to Agents

Action Selection: Send E-Mail to Functional VP

Action Selection: Send E-Mail to Direct Manager

Action Selection: Send E-Mail to Davox

Action Selection: Move Agents to Gold Queue

Action Selection: Move Agents to Platinum Queue

Action Selection: Alert Managers in Work Group A

Add Profile

Profile Name: Monday Goals

Description: This is the latest goals that I need to accomplish on Mondays

Queue Relationship Agent Relationship System Relationship

Strategy Details

Select Class: Queue Strategies

Select Strategy: Queue Strategies

Action Selection: Page Technical Support

Action Selection: Send E-Mail to Agents

Action Selection: Send E-Mail to Functional VP

Action Selection: Send E-Mail to Direct Manager

Action Selection: Send E-Mail to Davox

Action Selection: Move Agents to Gold Queue

Action Selection: Move Agents to Platinum Queue

Action Selection: Alert Managers in Work Group A

Strategy Manager

Strategy Library

Available Goals

Strategy Details

Action Selection

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FIG. 10



FIG. 11



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System Name: Cedar Rapids, IA - 1 X

Queue Preferences

<p>Display Categories</p> <div style="border: 1px solid black; padding: 2px; width: 100%;">Queue</div>	<p>Available Statistical Display Classes</p> <div style="border: 1px solid black; padding: 2px; width: 100%;">Andy Tom My Preference</div>
<p>Available Statistics</p> <div style="border: 1px solid black; padding: 2px; width: 100%;"> <p>Service Level</p> <div style="border: 1px solid black; padding: 2px; width: 100%; height: 150px; overflow: auto;"> # of Calls Abandoned from Queue # of Calls Abandoned while Ringing # of calls Abandoned while Ringing % of calls Abandoned while Ringing # of Calls Abandoned while on Hold % of Calls Abandoned while on Hold # of Calls Defaulted % of Calls Defaulted Average Speed of Answer Age of Oldest Call in Seconds/Minutes Average Time in Queue Total Calls # of Agent Transfers within Queues % of Agent Transfers within Queues # of Agents Transfers out of Queue % of Agents Transfers out of Queue # of Agents Transfers off Premise </div> </div>	
<p>Selected Statistical Display Classes</p> <div style="border: 1px solid black; padding: 2px; width: 100%;">My Preference</div>	
<p>Statistics in Order of Display</p> <div style="border: 1px solid black; padding: 2px; width: 100%;"> <p>Service Level</p> <div style="border: 1px solid black; padding: 2px; width: 100%; height: 100px; overflow: auto;"> # of Calls in Queue 114 Average Speed of Answer # of Calls Abandoned from Queue % of Calls Abandoned while Ringing </div> </div>	
<div style="border: 1px solid black; padding: 2px; display: inline-block; margin: 5px;">New</div> <div style="border: 1px solid black; padding: 2px; display: inline-block; margin: 5px;">Save</div> <div style="border: 1px solid black; padding: 2px; display: inline-block; margin: 5px;">Delete</div> <div style="border: 1px solid black; padding: 2px; display: inline-block; margin: 5px;">UnDo</div>	

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FIG. 12



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Queue Statistics Screen

Inbound		Current Stats View		Service Level	
Queue	Calls in Queue		Avg Speed of Ans		Service Level
	Current	Daily	[n] Min	Daily	Volumes
Customer Service	235	1,235	9 Secs	11 Secs	Agents
Sales Orders	45	632	1 Secs	7 Secs	Results
					My Preference

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FIG. 13



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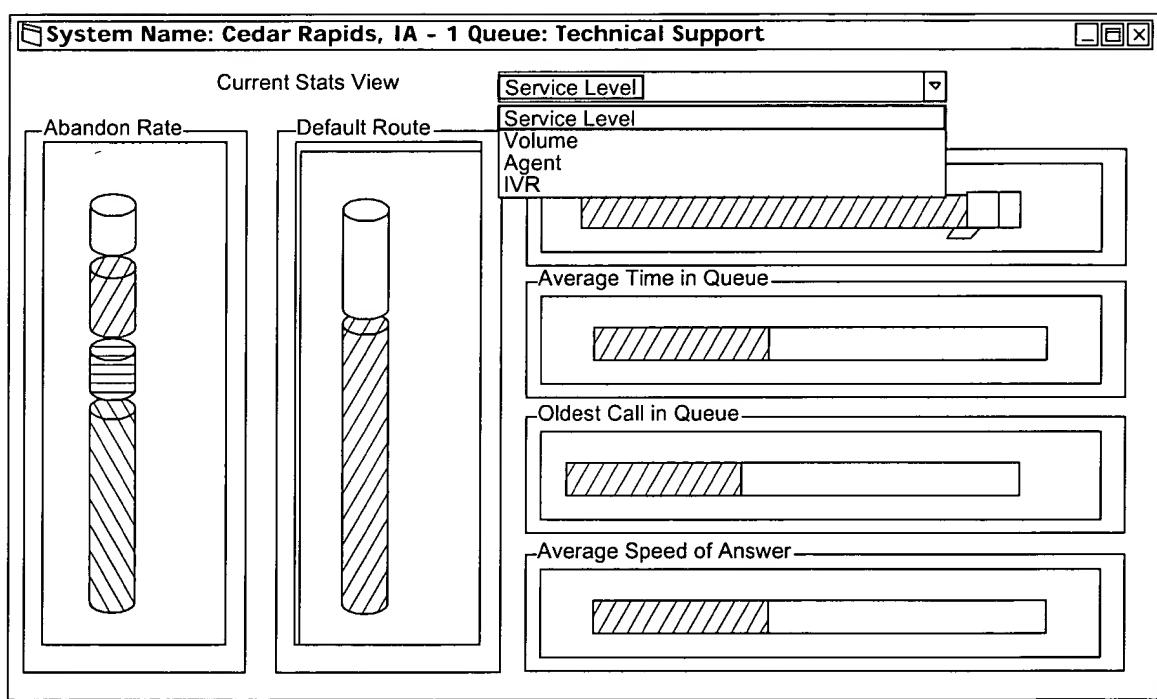


FIG. 14

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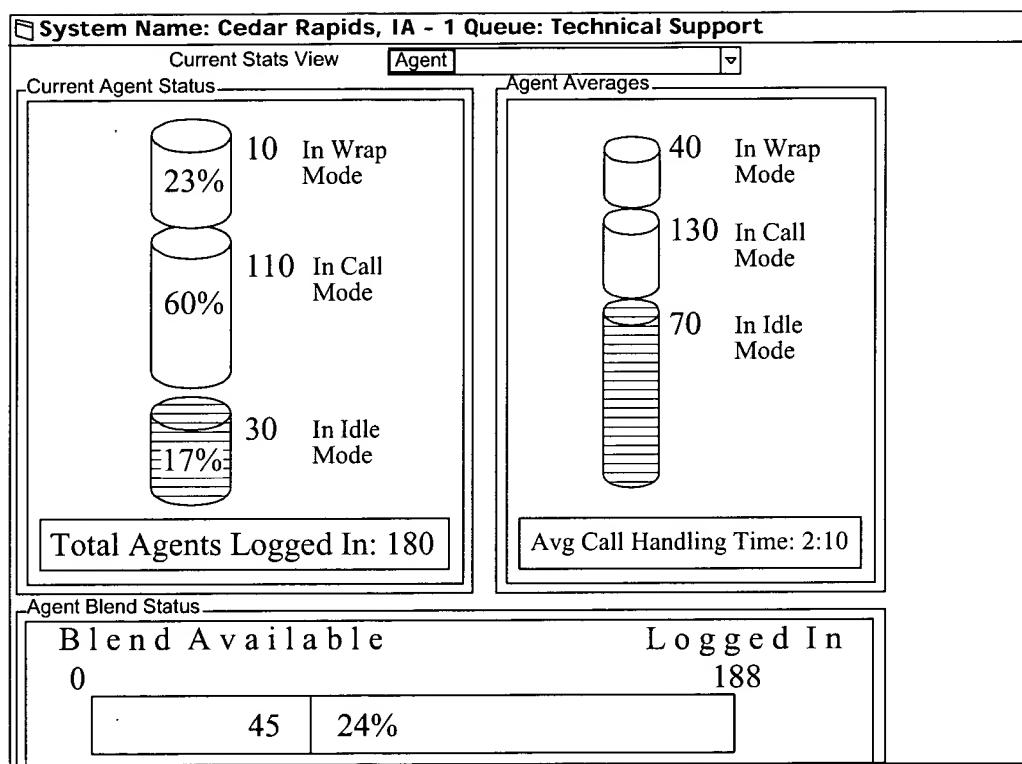


FIG. 15



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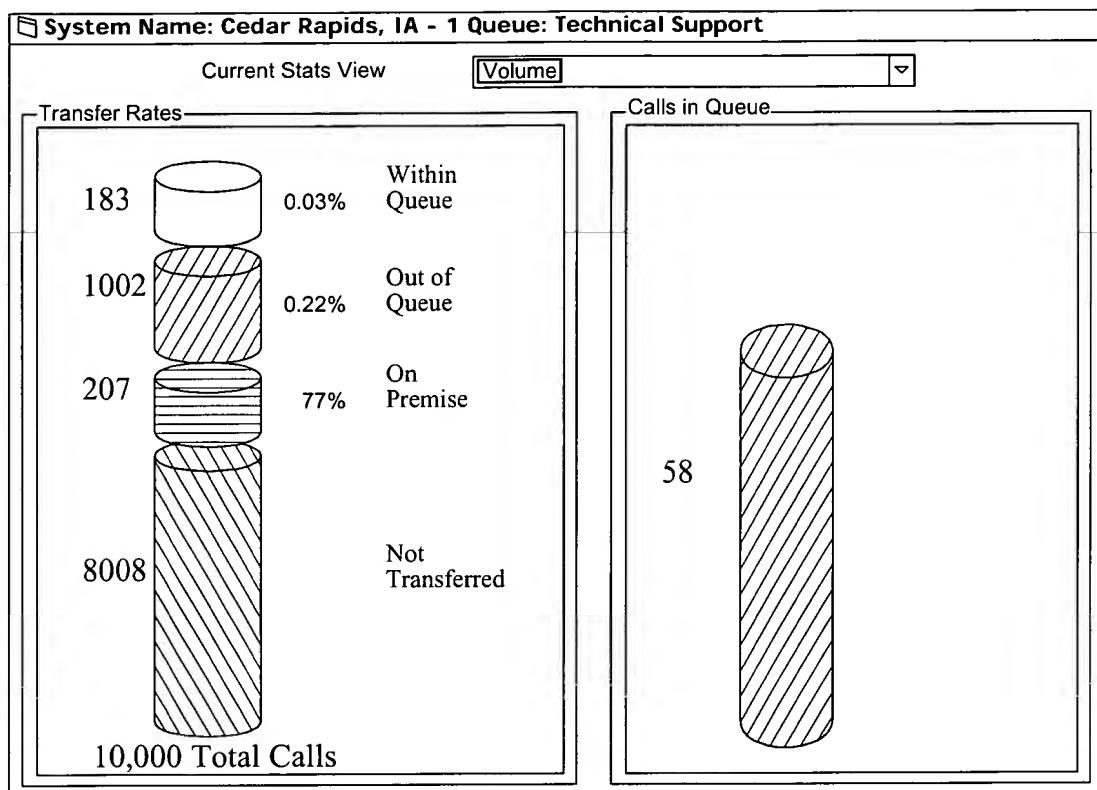


FIG. 16

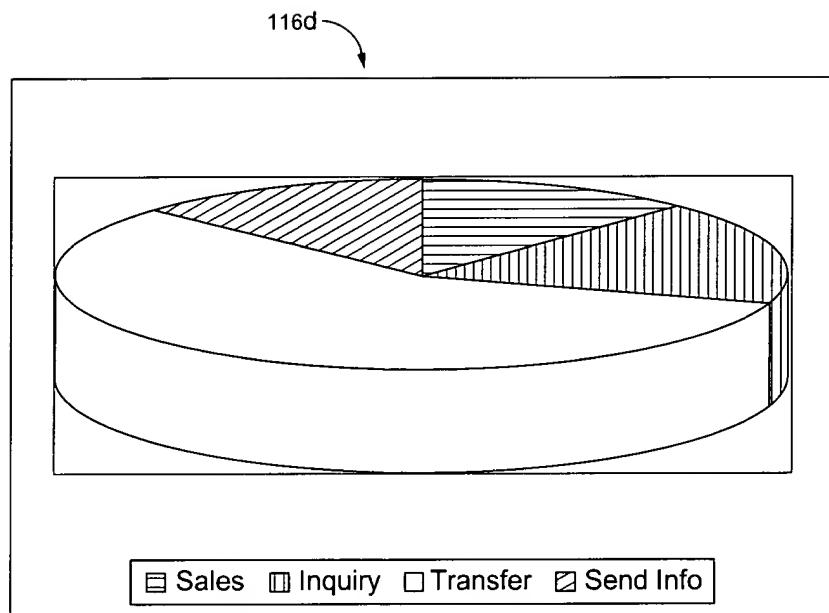


FIG. 17

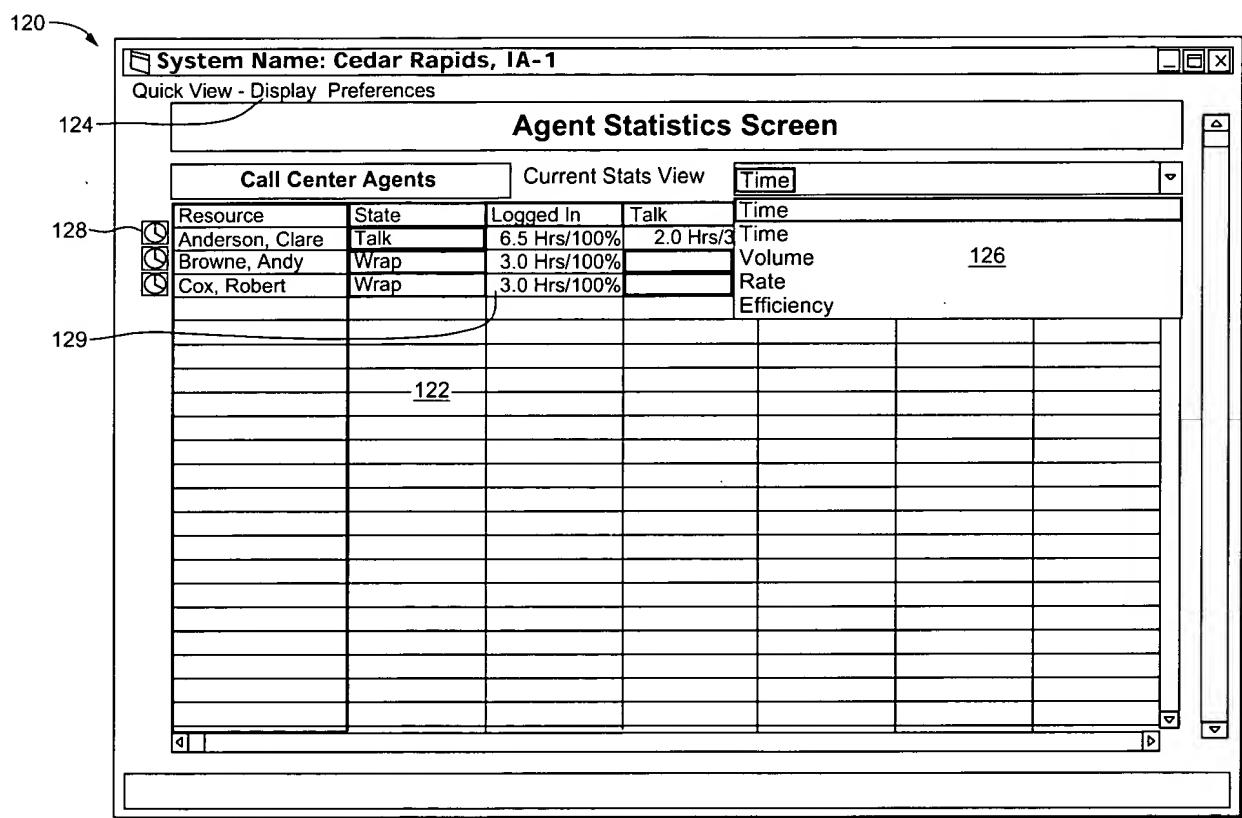


FIG. 18



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System Name: Cedar Rapids, IA - 1 X

Agent Preferences

Available Statistics State Logged In Total Talk Total Idle Total After Call Work Total Aux Work % of Agent Time Working Inbound % of Agent Time Working Outbound % of Agent Time Working Email Outbound Talk Outbound Idle Outbound After Call Work Inbound Talk Inbound Idle Inbound After Call Work Email Correspondence Web Chat Time Scheduled Break 1 Scheduled Break 2 Scheduled Break 3 Total Calls Total # Inbound Calls	132	Available Statistical Display Classes Andy Tom My Preference
		Selected Statistical Display Classes My Preference
Statistics in Order of Display Total Calls Total # Inbound Calls 134 Total # Outbound Calls % of Agent Time Working Inbound		
<input type="button" value="New"/> <input type="button" value="Save"/> <input type="button" value="Delete"/> <input type="button" value="UnDo"/>		

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FIG. 19



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Agent Statistics Screen			
Call Center Agents		Current Stats View	
Resource	State	Logged In	Talk
Anderson, Clare	Talk	6.5 Hrs/100%	2.0 Hrs/3
Browne, Andy	Wrap	3.0 Hrs/100%	
Cox, Robert	Wrap	3.0 Hrs/100%	

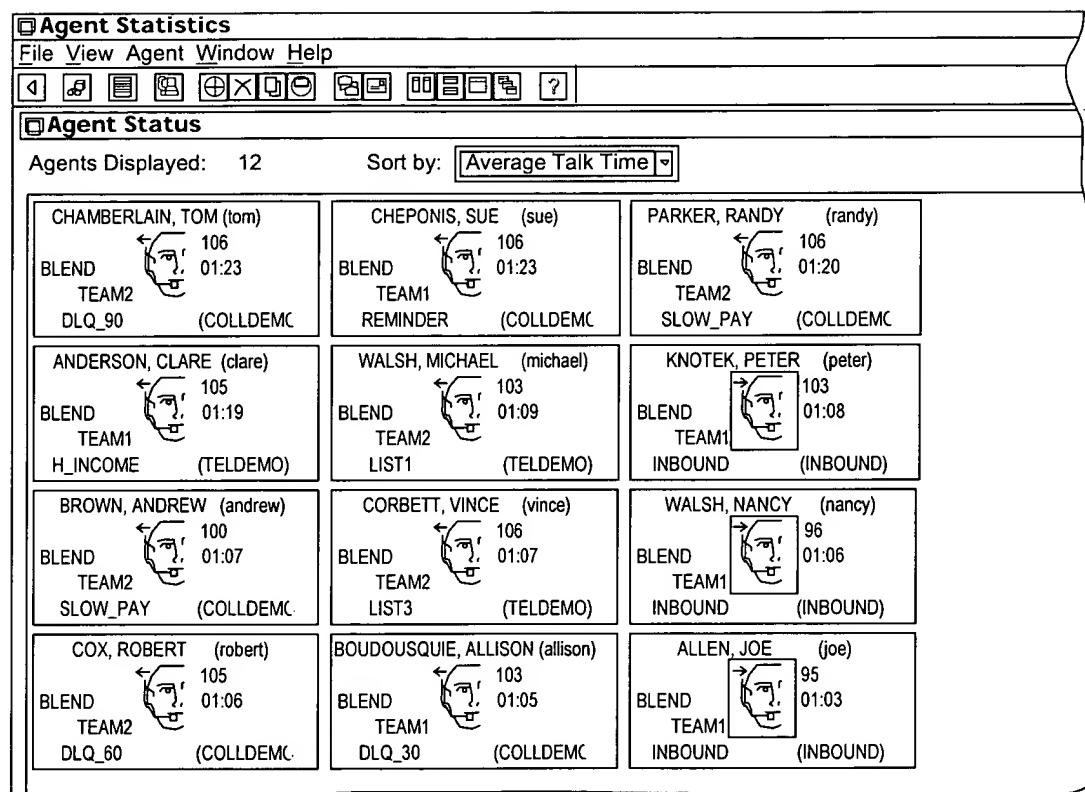
Time
Time
Volume
Rate
Efficiency
My Preference

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FIG. 20



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FIG. 21



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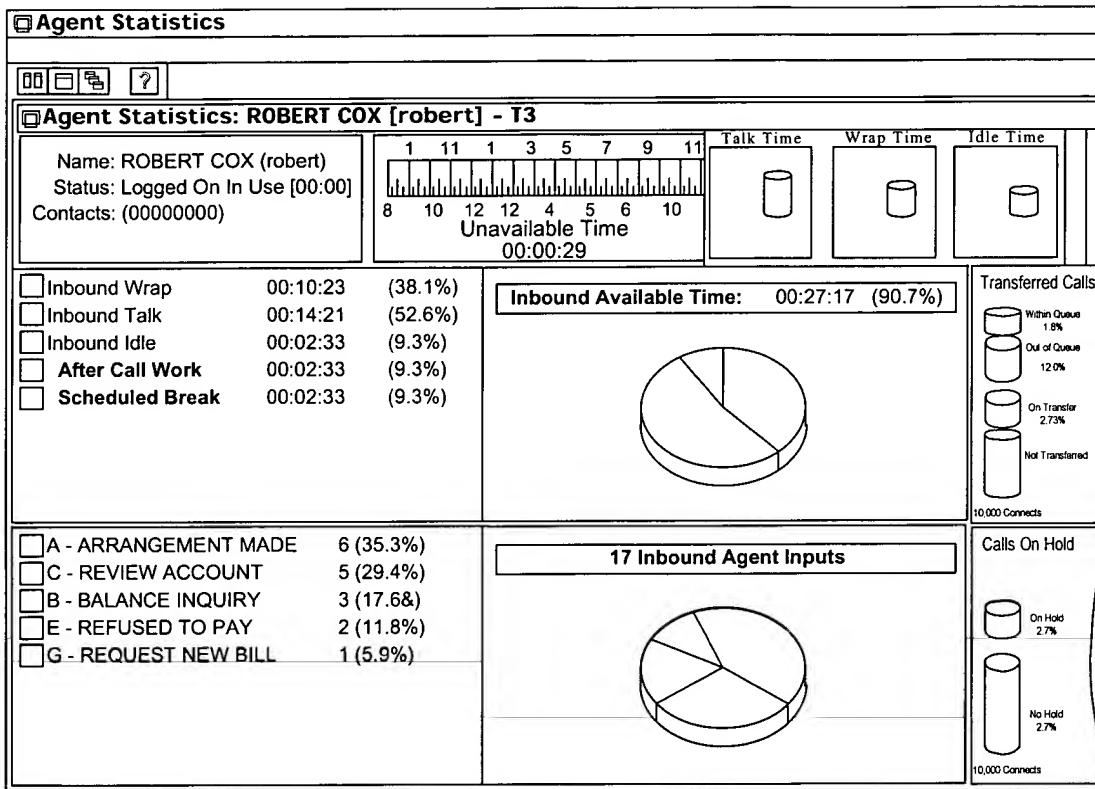


FIG. 22